

NEWS RELEASE

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Kristen Fatta recognized as October Employee of the Month

SEGUIN, Texas – Kristen Fatta with the Seguin Police Department's 911 Communication Division has been named the October Employee of the Month.

Fatta was nominated for her dedication to her job, and handling a challenging call last spring. One night, she answered the non-emergency line and heard a woman's voice talking in a whisper. She immediately understood the caller was in danger, but they were unable to trace the call because they had not dialed 9-1-1.

"It was a domestic violence situation, and the woman refused to tell us her exact location. When I answered, she called me by a different name, and seemed to be pretending to talk to a friend. I kept reassuring her that I would stay on the line until we found a way to get officers there. Eventually she was able to give us an apartment name, and one of our officers was able to find her," said Fatta.

The victim later called Fatta back to thank her for helping her during scary circumstances.

Fatta, who works nights at the police station, says it's common for people not to know the exact address where they help. She says if the person is in an unfamiliar place, like a friend's house, they probably don't have the street and house number memorized.

"We stay calm and supportive. We're always ready to assist the caller in figuring out their location – like telling them to find a piece of mail or describing nearby landmarks," added Fatta.

Fatta says she was very surprised to be recognized as Employee of the Month, and never expected it.

The City of Seguin congratulates Kristen Fatta for her exemplary service to our community!



Pictures Above (from left to right): Deputy Chief Bruce Ure, Kristen Fatta, 911 Comm. Div., Shannon Dukes, 911 Comm. Div. Supervisor, Chief Kevin Kelso and Doug Faseler, City Manager